



Technology Services

Technology Services

508-532-5829

150 Concord Street, Room B25 508-532-5867 (fax)

Framingham, MA 01702 Technology.Services@FraminghamMA.gov

Staff:	Carly Premo Melo	Director
	Alan D. Holt	Manager, Database Services
	Nancy H. Lomas	Acting Manager, Voice, Office and Web Services
	Susan Joyce Roy	Manager, User Services
	James V. Schiavone	Manager, Network Services
	Charles J. Duross	Public Safety Systems Administrator

FY12 Operating Budget:	\$1,322,519
------------------------	-------------

2012 was another challenging but productive year. Normally a staff of 8, staffing ranged between 6 and 7 full time employees over the course of the year. Carly Melo was appointed Director of Technology Services in June 2012 by the new Town Manager, Robert Halpin. Despite our reduced resources, we strived to continue to deliver the highest level of service by utilizing and implementing the most current technology available while being fiscally responsible.

The Technology Services division is organized into 7 service areas.

Application Services

Application Services is responsible for the ongoing support of the Town’s financial management systems for both School and Town supporting over 300 users. For the majority of the year this position was vacant and support was provided by the Director. The Munis-mandated migration of the financial system from the Linux/Unix environment to a Windows/SQL platform was completed in September 2012. The new version of Munis also offers new user features including a web-based, customizable user interface. The new system installation was intense and time consuming as all user

and financial data had to be converted and tested to ensure a smooth transition.

Database Services

Alan D. Holt, Manager

Database Services is responsible for the programming and development of town-wide databases and applications of a corporate nature.

Permits and Licenses

- Devices and software applications were configured for field access to inspection and permit data for Public Works, Building, Code Enforcement, Conservation, and Planning inspectors, exceeding the scope of the original Field Inspection capital project.
- Special Plan Review and Special Permit were implemented in the Accela permitting system for the Planning Board, including central storage of electronic documents and plans associated with the applications.
- Collaboration and sharing agreement was established with the communities of Barnstable County to exchange development and

implementation efforts with each town's Accela permitting system; Framingham has contributed permit designs and an interface to the Laserfiche Electronic Document Management System. Barnstable has contributed an interface to the Munis financial system.

- An interface to the State licensing authorities was created to allow direct validation of professional licenses during the permit application process.
- An interface was created to link the public hearings schedule for permits and reviews to Microsoft Outlook calendars and email.
- Over 10,000 new permits were issued in 2012 along with over 6,000 renewals of annual permits and certificates.

Other Projects and Activities

- Migrated applications and services from our financial Content Management System, financial web interface system, Town intranet system, and Town website server to virtual server equivalents. Virtualization continues to drive down operating and maintenance cost while improving our disaster recovery capabilities.
- Backup and disaster recovery methods implemented for 8 new servers to ensure data protection and rapid system recovery.
- Participated in the applicant reviews and interviews for hiring the new Public Safety Analyst, Technology Services Directory, and Munis Applications Manager.
- Performed the duties of the interim Public Safety Analyst during the 4 month vacancy in the position.

Public Safety

Charles J. Duross, Public Safety Systems Administrator

Public Safety is responsible for supporting key information technology applications and

related technologies utilized by the Police and Fire Departments; ensuring that critical public safety systems function efficiently and effectively on a 24/7 basis. Charles J. Duross was hired as the new Public Safety Systems Administrator in 2012. Charles comes with a background in EMS and public safety systems support.

Officer Ed Burman's support while this position was vacant was exceptional. Additionally, Ed's knowledge and experience have been instrumental in the training of and transition to the new Systems Administrator.

2012 Accomplishments

- Fire Department apparatus laptops were upgraded to Windows 7 using the Dell Kace 2000 appliance. Additionally, the map deployed to the laptops was enhanced with the locations of the town's fire hydrants.
- Police Mobile, an application developed with the town's computer aided dispatch and records management vendor, was deployed to the cruisers. The application provides for improved functionality including: report writing in the field, messaging, and access to state and federal law enforcement data. Cost savings were also realized with the replacement of the previous mobile data terminal solution.
- Evidence tracking at the Police Department was enhanced by modifying the existing system to flag items not removed from temporary storage in a timely manner.
- Keystone, the computer aided dispatch and records management software was upgraded on the

Police and Fire Departments' redundant servers.

Network Services

James V. Schiavone, Manager

Network Services plans, configures and maintains all Town of Framingham network hardware along with the institutional network that connects all town buildings.

Key accomplishments this year included:

- A Street Sewer Station: worked with Public Works and their contractor to add the station to the Town's fiber network; also created a redundant server room at the Station to enhance Disaster Recovery (DR); the transition from the current DR site to this new one will be completed in 2013.
- Mobile EOC (Emergency Operations Center): Worked with the Police Department to determine the technology needs of the mobile EOC including hardware requirements and wireless access.
- Building Access: Coordinated with Building Services and Public Works to consolidate five locations on a shared, networked system to provide centralized building access control.
- Energy Management: Worked with the energy management vendor to get many buildings' HVAC controls on the network to allow for remote monitoring and control.
- Cisco USC (Unified Computing System): Installed two new Cisco UCS servers to replace outdated HP servers to enable a more secure Virtual environment; also upgraded VMware virtual environment software to the latest stable version.
- Upgrade Active Directory: Utilized a rebuilt existing server to move the Microsoft domain to server 2008R2; installed Active Directory and DNS to enable better use of Group Policy and enforcement of security policies.

- Symantec Backup appliance: Installed a new backup appliance that allows for backing up both physical and virtual servers to a duplicated storage volume to aid in disaster recovery.

Email Statistics:

Inbound Total 1,646,189

Blocked 750,856

Allowed 895,333

Outbound Total 312,111

Blocked 1,156

Sent 310,955

Network Statistics:

IP Cameras - 72; 26 new in 2012

Town Owned Buildings connected with RCN supplied Fiber – 41
2 new in 2012: A Street Sewer and Jonathan Maynard

Servers and appliances - 81
Virtual: 25; 5 new in 2012, 6 more in pre-production

Up Time:

Critical servers requiring 24X7 up time 99.999%; only unavailable times due to planned loading of patches or software.

Non-Critical servers 99.999%; only unavailable times due to loading of patches or software, with the exception of 2 servers that suffered catastrophic failures requiring extended downtimes while hardware support was dispatched.

RCN Fiber - Overall availability 99.885%; other than one prolonged outage on Walnut Street caused by a tree fire that affected 5 locations for 10 hours, the fiber was available

100% or the time. Other outages not due to fiber issues included two locations that lasted 3 to 4 hours caused by power problems and issues with backup generators that have since been repaired.

User Services

Susan Joyce Roy, Manager

User Services is responsible for technology support services to Town Departments, including Help Desk support, set-up and training, email, Internet, hardware and software support, inventory maintenance, policy and licensed software audits. User Services is also responsible for PC, printer and software upgrades and maintenance; Town Meeting equipment and presentation assistance to Town administration, departmental staff, boards and committees. In 2012, User Services supported 362 PCs and 163 laptops with 549 users, including 54 new users. The Technology Services Help Desk answered 1123 Help Desk calls, of which over half were resolved on the same day. In addition, 178 PCs were configured and installed; of those PCs, 84 were new PCs and 26 were new laptops/ToughBooks.

In 2012 a new HelpDesk ticketing system and a deployment tool were implemented. These Dell KACE appliances have streamlined support requests, new PC rollouts and patch management.

Also in 2012, additional significant progress was made and we are now nearing completion of the hardware/equipment upgrades, the OS upgrade from Windows XP to Windows 7 and the upgrade from Office 2003/2007 to Office 2010.

Voice, and Web Services

Nancy Lomas, Acting Manager

This position is responsible for preparation of the department's program-based budget, overall operations management, policies and procedures, town-wide technology acquisitions; maintains the streaming video archive, and provides backup coverage to

our helpdesk. The Town implemented a new Help Desk and asset management system in 2012. An audit was performed on over 1400 technology asset records as they were migrated to the new system.

In addition to coordinating Administration and Finance, the Technical Services Coordinator assumed responsibility for Voice and Web support in 2012. The Town's website is a critical tool for information dissemination, widely used by residents, businesses, and visitors. The web server was virtualized in 2012 for additional redundancy and disaster recovery and to allow the Content Management software to be upgraded to the current version. Information available on the website includes Town Meeting warrants and background material, news announcements, permits and property records, job opportunities, bids, staff directories, meeting agendas and minutes and much more. A special thank you to all Town departments that contribute to the continued success and expansion of the Town's website.

In closing, the accomplishments documented in this annual report could not have been achieved without the commitment of every member of our small but talented, motivated and innovative Technology Services staff. Once again, I thank each of them for another year of hard work and proud accomplishments.

Respectfully submitted,



Director,
Technology Services